

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

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| | | RPA # xx-xxx | EFFECTIVE DATE: |
| EMPLOYEE'S NAME | | POSITION NUMBER (Agency - Unit - Class - Serial) 192-102-4802-XXX | |
| DIVISION/UNIT Certification Division | | CLASS TITLE Staff Services Manager III | |

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, educators, and the public to enable the CTC to provide the highest level of service possible. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the administrative direction of the Director of the Certification Division, the incumbent serves as the Deputy Director of Certification and oversees the policy and programmatic functions of the division, including the customer service practices within the Certification Division and the supervision and management of statewide teacher credentialing resources at the Commission on Teacher Credentialing (Commission). This position is also responsible for the development and implementation of program and policies relating to the Commission's mission of safeguarding excellence in education by ensuring all educators meet the Commission's high standards of quality. Specifically, the incumbent is expected to:

| Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. |
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| 35% | <u>ESSENTIAL FUNCTIONS</u> <u>Supervision and Management.</u> Under the direction of the Certification Division Director, the Deputy Director plans, organizes, and directs the overall administrative and operational activities of the Certification Division's Customer Services and Training Unit. Plans and manages the work of unit staff, including assigning, reviewing, and evaluation of staff, oversight and management of the division's training and professional development programs; monitors and directs employee relations activities. Responsible for ensuring statutory and regulatory compliance in training documents and resources for the public, and other related activities within the division. Oversees the implementation and maintenance of policies, systems, and procedures to ensure superior customer service and support for the public and education partners. Communicates unit operational goals and objectives to staff; reviews, evaluates and recommends to the Division Director the redirection of resources as necessary to meet operational goals. Works with the Division Director to evaluate and address the staffing and budgetary needs of the unit. Reviews and evaluates employee performance, initiate work improvement counseling and training as needed to correct performance deficiencies, and initiates and recommends adverse action as needed to maintain a safe and productive work environment. Acts on behalf of the Director of the Certification Division as required. |
| 30% | <u>Developing and Implementing Statewide Projects and Policies.</u> Assists the Director of the Certification Division in the Project Manager role for development and implementation of procedures and processes as a result of legislative mandates for the agency and credential policies/regulations adopted by the Commission. Analyzes, interprets, and applies complex federal law, state statutes, and regulations governing the certification of educators. Works with other state and local agencies and content experts on complex policy issues concerning the certification of educators. Identifies and recommends changes to California Code of Regulations to implement and clarify statutes and regulations that affect the licensing of educators and oversees the state approval of regulations adopted by the Commission. Reviews workload data and feedback from credential preparation programs and employers to |

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| 30% | <p>identify and make recommendations for policies and strategies to improve current practices. Ensures the accuracy, currency, and clarity of credential requirements and procedures made available through Commission publications including the Credential Information Guide, leaflets, Credential Information Alerts and Commission World Wide Web pages. Collaborates with the agency's IT managers to address technology issues to ensure efficient operations and accuracy of data in the internal database and online service. Prepares and presents policy proposals and reports as needed to the Commission.</p> <p><u>Maintaining Commission Effectiveness.</u> Ensures the development of comprehensive teacher credentialing resources, including a web-based system for licensure and preparation requirements, training materials, procedural manuals documenting an array of departmental functions, not limited to, the issuance of educator credentials; teacher certification policies, systems, and procedures; Federal and State Personnel regulations, guidelines, and processes; educator discipline; and teacher preparation. Develops and implement division policy changes specific to the Certification Division.</p> <p>Communicates effectively with Commissioners and Commission Executive Management, legislative staff, institutions of higher education officials, educational organizations, and local, state, and Federal agency officials on sensitive teacher certification policies and issues. Represents the Division at public meetings and presentations, imparting policy-level information related to credential processing to Commission educational partners.</p> <p><u>MARGINAL FUNCTIONS</u></p> |
| 5% | <p>Performs other related professional assignments, consistent with the goals and objectives of the programs to which management is assigned, and with the mission of the Commission.</p> |

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

DESIRABLE QUALIFICATIONS

- Knowledge of the California Education Code and educator certification requirements
- Strong analytical skills; ability to collect and analyze data, identify trends

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- Strong writing skills – the ability to provide complex information with clarity; ability to provide effective and succinct written analysis of complex problems
- Strong communication skills – ability to provide accurate, timely, and relevant information as needed; communicates effectively on behalf of the Commission with legislative and control agencies staff
- Effective oral presentation skills – ability to present complex information clearly and succinctly; ability to provide public testimony on behalf of the Commission
- Proven leadership skills – ability to resolve major organizational policy issues or problems
- Ability to work in a fast-paced environment; ability to quickly and proficiently adapt to changing policies and ability to manage multiple issues simultaneously
- Ability to work effectively with Commission leadership and work as a member of the Executive Director's management team
- Ability to develop and maintain cooperative working relationships with representatives of all levels of government and the public
- Commitment to performing duties in a service-oriented manner
- Ability to provide effective supervision of staff and management operations
- Ability to maintain a work environment free from discrimination and sexual harassment
- Ability to contribute to team effort by accomplishing related results as needed

SPECIAL PERSONAL CHARACTERISTICS

- Demonstrated ability to act independently, with open-mindedness, flexibility, tact and diplomacy.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Requires prolonged sitting, use of telephone and terminals, frequent contact with employees and some public contact. Requires mobility to various areas of the Commission and work business hours of 8:00 a.m. to 5:00 p.m.
- Eligible for telework opportunities.
- On Commission meeting days, incumbent is required to work on-site and may be required to be on-site until the conclusion of Commission business.

Physical Ability

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments.

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

- The incumbent has contact with Commission management and staff, Commission members, control agencies, other state agency personnel offices, county offices of education, school districts, institutions of higher education, and public and private stakeholders.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

The incumbent has a high level of responsibility. The actions of the incumbent have an effect on the educator workforce and the entire agency and therefore there is a high consequence of error. Failure to use good

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| judgment in handling sensitive and confidential information could result in the release of sensitive information to unauthorized persons. |
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| MANAGER/SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i> | | |
| MANAGER/SUPERVISOR'S NAME (Print) | MANAGER/SUPERVISOR'S SIGNATURE | DATE |
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| EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i> | | |
| The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload. | | |
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
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